

In The Claims

Claims 1-24 (**Canceled**)

25. (**Currently Amended**) A method for establishing communication by voice between a computer user and at least one agent, the computer user being associated with a computer, the method comprising:

entering into the computer a request by the computer user for a return communication by voice from the agent to the computer user in response to a prompt to the computer user to enter a request;

transmitting the request from the computer over a computer network to a computer controlled system; and

establishing a return voice communication by voice between channel initiated from the agent and to the operator computer user through the computer controlled system.

26. (**Original**) The method of claim 25 further comprising establishing a web page which provides an indicia which can be activated to initiate the request for return communication by voice.

27. (**Original**) The method of claim 25 wherein the step of establishing voice communication comprises machine dialing of a telephone number of a telephone associated with the computer user.

28. (**Original**) The method of claim 27 wherein the step of entering the request comprises entering a time to call the computer user; and wherein the step of machine dialing the telephone number comprises the step of dialing the telephone number at the time to call.

29. **(Original)** The method of claim 27 wherein the step of entering the request comprises the step of providing a name of the computer user; and wherein the method comprises indicating to the agent the name of the computer user after establishing voice communications between the agent and the computer user.
30. **(Original)** The method of claim 25 further comprising the step of providing to the agent at least one of a name of the computer user and other computer user information.
31. **(Original)** The method of claim 27 further comprising connecting the computer user telephone to the agent through an agent communication device when the computer user answers the telephone associated with the computer user.
32. **(Original)** The method of claim 31 further comprising redialing the telephone number associated with the computer user at a later time if the computer user does not answer.
33. **(Original)** The method of claim 30 further comprising display of customer information on a display of the agent.
34. **(Original)** The method of claim 26 wherein a first web page permits the computer user to request a return communication by voice and a second web page provides for entry of computer user information including at least one of computer user name, computer user telephone number and time for return communications by voice.
35. **(Original)** The method of claim 26 wherein the computer user exits the web page without sending the request for return communications.

36. **(Original)** The method of claim 25 wherein the computer network comprises at least one bulletin board.

37. **(Original)** The method of claim 25 wherein the at least one agent is selected from a plurality of agents.

38. **(Currently amended)** A method of communications between a computer user and at least one agent, the computer user being associated with a user computer, the method comprising:

establishing a web page on the user computer which prompts the computer user to enter a request for a return communication by voice;

entering in the user computer a request by the computer user for a return communication by voice from the agent to the computer user;

transmitting the request from the user computer over a computer network to a computerized system;

converting the request into a command formatted for use by the computerized system to establish a return communication by voice link initiated from the agent to the computer user;

providing computer user information to at least one agent regarding the requested return communication.

39. **(Original)** The method of claim 38 wherein the web page provides an indicia which can be activated to initiate the request for return communication by voice.

40. **(Original)** The method of claim 38 wherein the computer user information includes at least a computer user name.

41. **(Original)** The method of claim 38 wherein a first web page provides for the computer user to request a return communication by voice and a second web page provides for entry of computer user information including at least one computer user number and a time for the return communication.

42. **(Currently Amended)** A communication system for establishing communications by voice between a computer user and at least one agent, the computer user being associated with a user computer, and entering a request in the user computer for a return communication by voice from the at least one agent in response to being prompted to enter the request, the communication system comprising:

an agent voice communication device associated with the agent;

a computerized system which receives the request for a return voice communication from the user computer, converts the request into a command formatted for use by the computerized system to establish a return voice communication link initiated from the agent to the computer user, and provides computer user information to at least one agent regarding the requested return communication.

43. **(Original)** The system of claim 42 wherein a web page is established on the user computer which prompts the computer user to enter the request and comprises an indicia which can be activated to initiate the request.

44. **(Original)** The system of claim 42 wherein a first web page on the user computer provides for the computer user to request the return communication and a second web page provides for entry

of computer user information.

45. **(Original)** The system of claim 42 wherein the agent communication device comprises a telephone, and wherein the computer user telephone is associated with the computer user and wherein the computerized system further comprises a telephone dialing machine which dials a telephone number of the computer user to establish the return communication.

46. **(Original)** The system of claim 42 wherein the computerized system couples the at least one agent to the computer user via a voice channel when a voice connection with the computer user has been established and the computer user has answered.